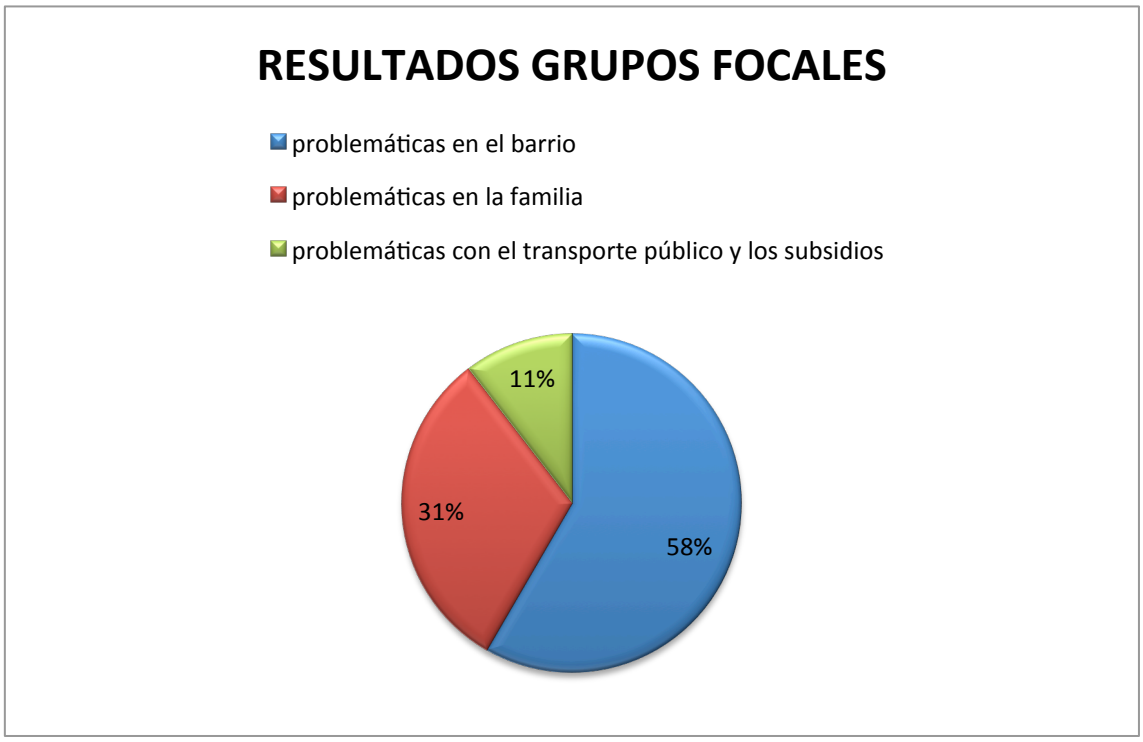Apéndice F: resultados grupos focales